



Patents

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
                            )  
                    Matthew G.A. McConnell et al. )  
                            )  
Serial No.: 10/645,917     ) Art Unit: 2614  
                            )  
Filing Date: August 20, 2003 ) Examiner: Bui, Bing Q  
                            )  
Title: Method and System for Selecting a ) Confirmation No.: 9581  
         Preferred Contact Center Agent Based ) Attorney Docket No.: 07117.105015  
         on Agent Proficiency and Performance )  
         and Contact Center State                )

**AMENDMENT AND RESPONSE UNDER 37 C.F.R. § 1.116**

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action mailed June 15, 2006, please enter the following amendments and consider the following remarks.

PLEASE ENTER  
P2  
9/28/2006

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 11, 2006.

  
Michael L. Wach, Reg. No. 54,517